

MEMORANDUM

TO: Chairman Eddie Roberson
Director Pat Miller
Director Ron Jones
Director Sara Kyle

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: August 9, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JULY¹

Regulated utility complaints received and investigated in July:	49
Non-regulated complaints received and investigated in July:	7
Number of follow-up investigations made in July:	442
Year-to-date regulated utility complaint total:	442
Number of Telemarketing complaints investigated in July:	34
Year-to-date Telemarketing complaints:	356
Year-to-date total of Tennesseans signed up for Do Not Call Register:	3,066,968
Number of active telemarketing solicitors:	343
Number of Do Not Call Renewal Applications Approved:	61
Number of Do Not Fax complaints investigated in July:	47
Year-to-date total of Do Not Fax complaints:	378
Year-to-date total TDAP devices ordered:	812
Number of calls to Verizon Relay Center: Intrastate: 20,664 Interstate: 2,819	23,483
Number of calls to Cap Tel Center: Intrastate: 9,326 Interstate: 1,919	11,245
Number of Lifeline Applications Approved:	104
Number of Link-up Applications Approved:	14
Total number of calls answered in the queue:	1,207
Outgoing calls to consumers generated by the queue:	581

(Reflects number of complaints received in July 2007 for Utility 1 & Utility 2)

¹ Data in this report may change as information is updated.

Telephone Companies

1. BellSouth	29
2. Embarq	3
3. Frontier	5
1. Charter Fiberlink	1
2. MCI	1

CLECS**Resellers**

1. ACN	1
2. Associated Network Partners	1
3. Inmate Communications	1
4. Qwest	2

Regulated Complaints for NR Companies

1. Members Edge	1
2. Highland Telephone Cooperative	1
3. Virtual Reach	1

Long Distance**Wastewater**

1. Kings Chapel	1
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Billing Agents

1. BellSouth	1
1. OAN	1

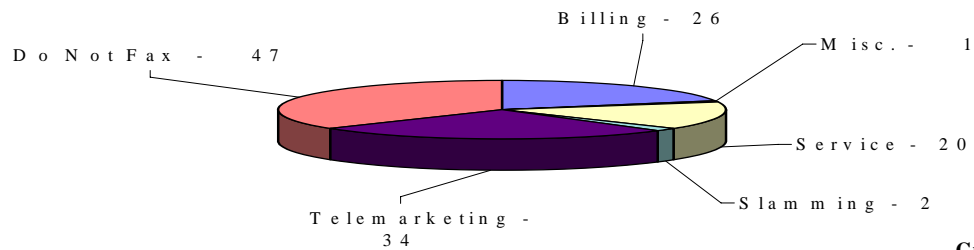
Gas, Water & Electric

1. Atlanta Gas	2
2. NGC	2
3. Tennessee American Water	1

Non-Regulated Complaints

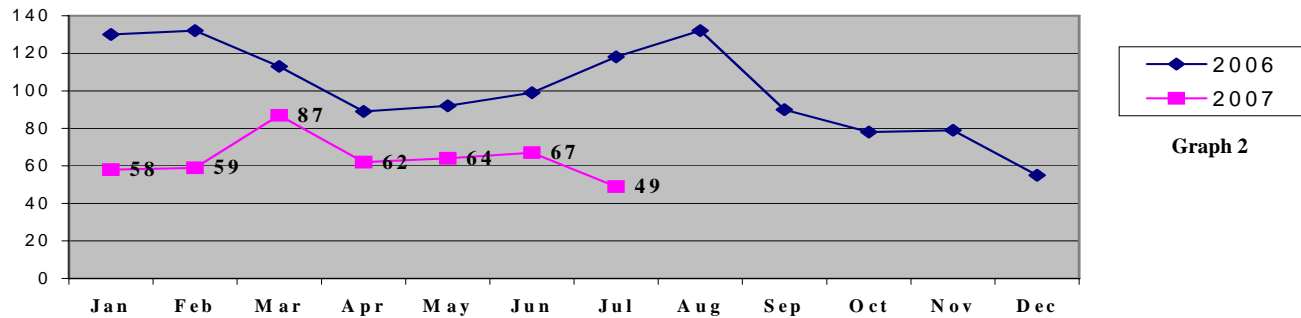
1. BellSouth	6
2. Loretto	1
3. Access Integrated Networks	1

Regulated Complaint Totals for July:



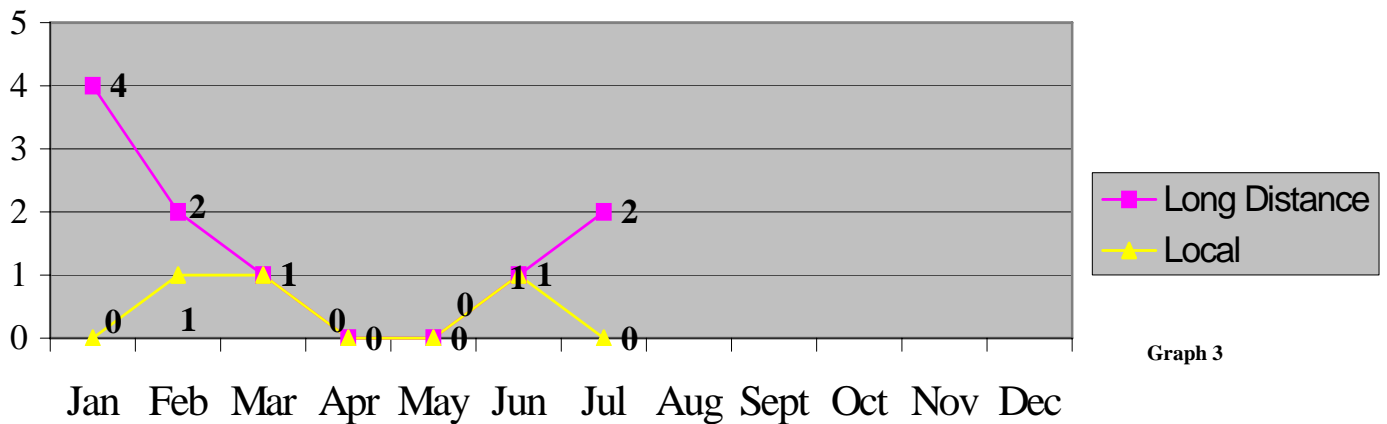
Graph 1

Regulated Utility Complaints:



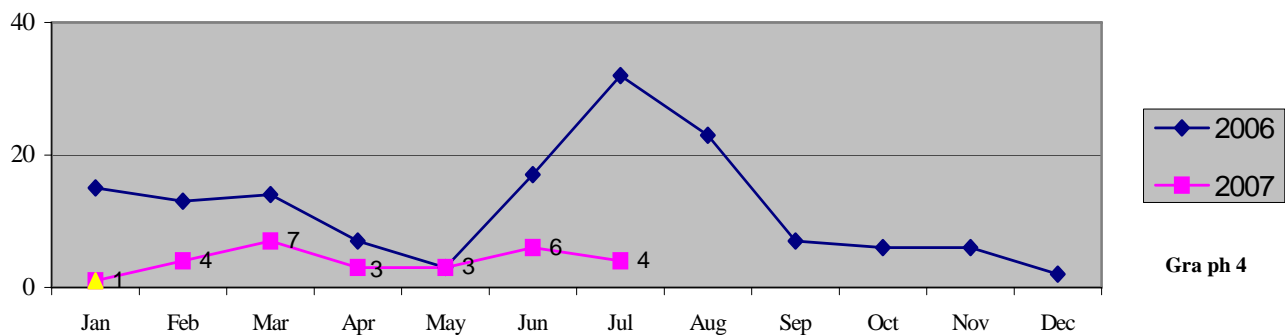
Graph 2

Slamming Totals:



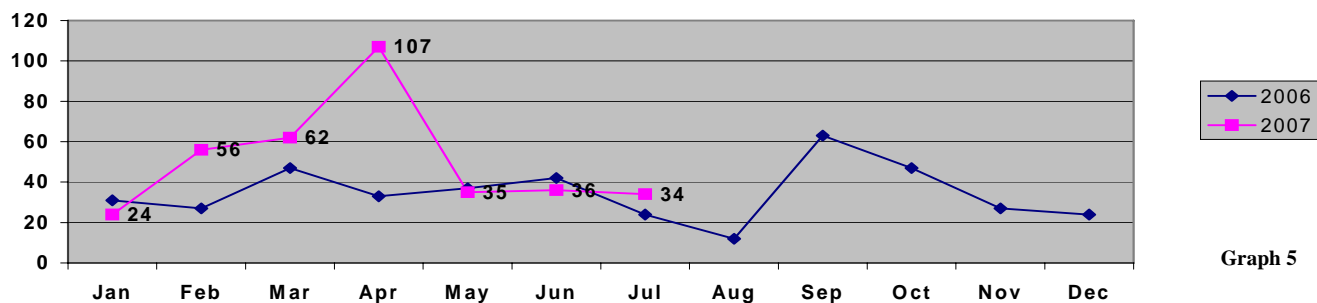
Graph 3

County Wide Calling Complaints:



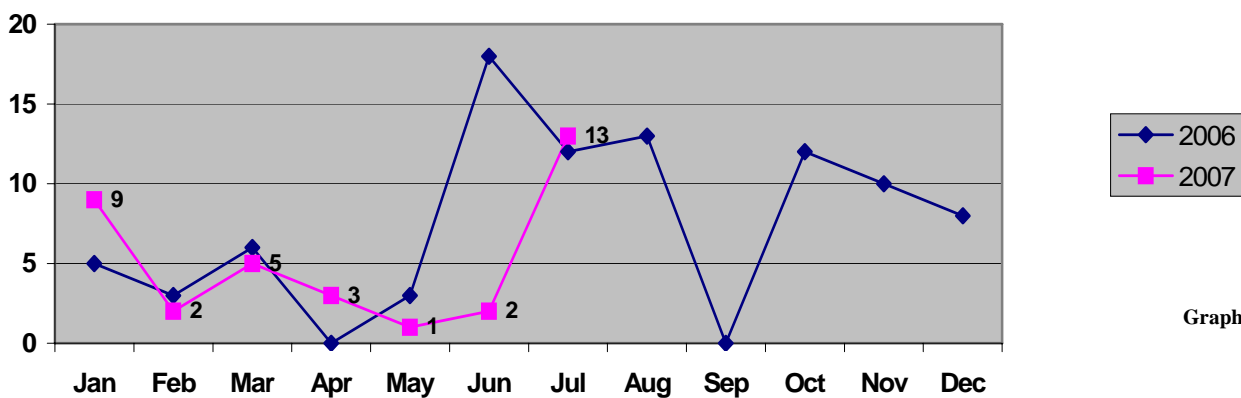
Graph 4

Telemarketing Complaints: (Most Complaints: Sprint Nextel)



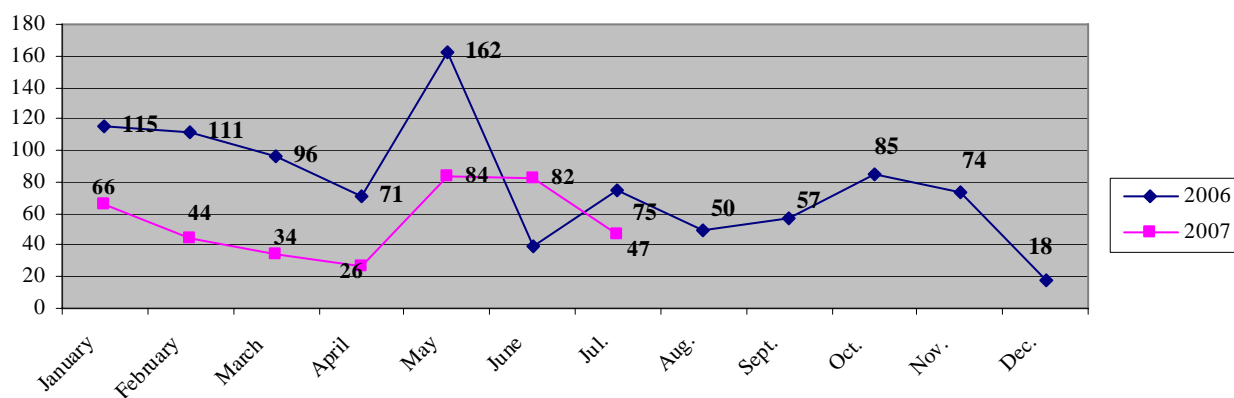
Graph 5

Telemarketing Solicitor New Applications Approved:



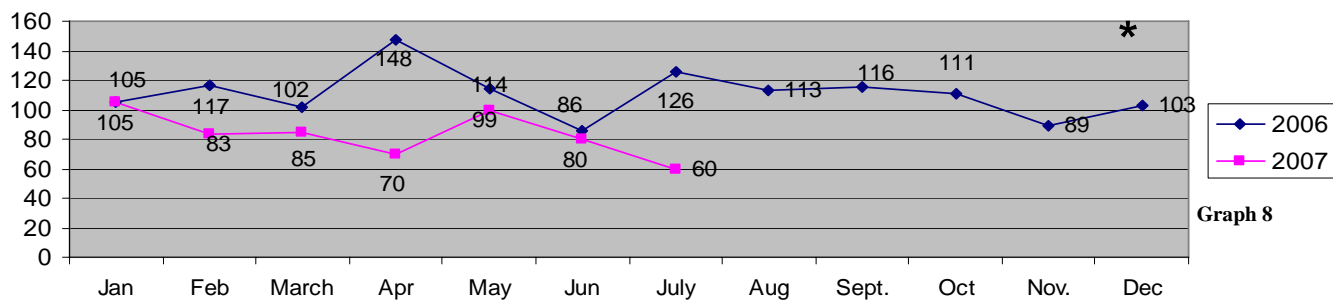
Graph 6

Do Not Fax Complaints:



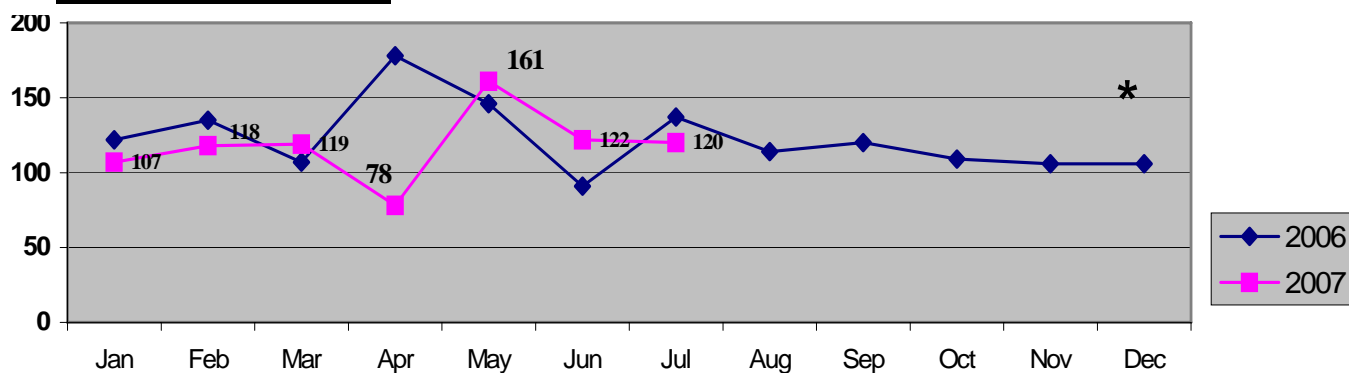
Graph 7

TDAP Applications Approved:



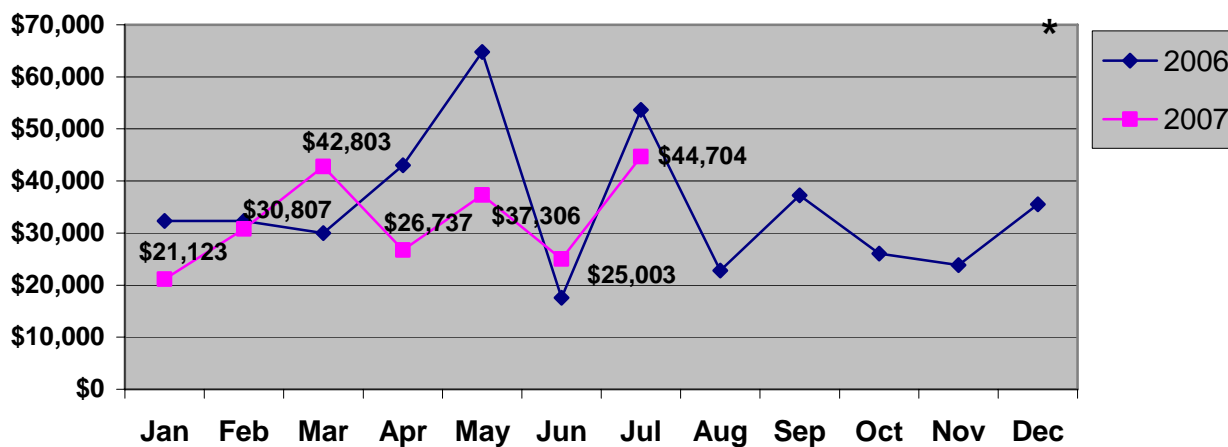
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

*Capitel equipment was initially ordered in July 2005

